

**CITY COUNCIL AGENDA ITEM**  
CITY OF SHORELINE, WASHINGTON

<b>AGENDA TITLE:</b>	Permit Services Program Briefing
<b>DEPARTMENT:</b>	Planning and Development Services
<b>PRESENTED BY:</b>	Jeff Forry, Permit Services Manager Joe Tovar, Director

**ISSUE STATEMENT:**

This is one of a series of informational and discussion reports to the City Council on various City programs. Each program briefing generally aligns with a program budget in the adopted 2007 budget. The intent is to provide Council an opportunity to review and discuss these areas in more depth than is usually available during the annual budget review process. It is an opportunity to discuss program staffing, activities, challenges, costs, performance measures, and future directions.

Permit Services Team members often serve as the first and only contact a citizen or contractor has with the City. The team is responsible for processing and the subsequent issuance of building and land development permit applications submitted for review. Another primary mission of the team is to provide the customer service necessary to assist the citizens of the City in understanding and navigating the permit process through education, informational literature, and process refinement. By maintaining a high level of technical competence the team is able to assist the applicant through the myriad of regulations that affect the development process.

Additionally, certain members of the team perform the critical plan review roles for both zoning/land use and surface water drainage systems together with transportation infrastructure improvements. To support this effort, the Council approved an additional Development Review Engineer position in the 2007 budget. We were fortunate to be able to fill that position with an individual with a P.E. and significant prior local government experience doing civil engineering review.

To accomplish the mission of providing a high level of internal and external customer service, the Team must work across section and department lines to provide administrative and technical support for other work teams within the department, Public Works, and external agencies such as Shoreline utility providers. Both city wide and targeted customer service surveys indicate that that the Team is meeting and/or exceeding target service levels.

We hope to introduce Team members who will be in attendance during the presentation to the Council.

**FINANCIAL IMPACT:**

The 2007 budget for the Permit Services Team is \$718,932. In 2007, anticipated fee revenue is \$332,945 with \$385,987 in General Support.

**RECOMMENDATION**

This is informational only and no action is required.

Approved By: City Manager 230 City Attorney \_\_\_\_

## PERMIT SERVICES TEAM

### PROGRAM PURPOSE:

The Permit Services Team provides accurate information and referral services; intake and issuance of all building and land use related permits; including expedited review for less complex projects.

### STRATEGIC OBJECTIVES:

Governmental Excellence

Measurement: EFFECTIVENESS	2004	2005	2006	2007/Target
Percent of customers who rated services as good or excellent		93%	92%	95%
Percent of customers who said they were treated courteously by employees		96%	98%	100%
Percent of customers who were satisfied with the updates they received regarding their project's status		94%	93%	96%
Percent of customers who were satisfied with the usefulness of the pre-application process		87%	86%	89%
Percentage of permits issued on or before the target dates identified in SMC 20.30.040 (data includes days waiting for information)	94.4%	95.6%	N/A	

Measurement: EFFICIENCY	2004	2005	2006	2007/Target
Average number of permit applications submitted per Technical Assistant	517	580	525	550
Average number of permits issued per Technical Assistant	501	576	565	525

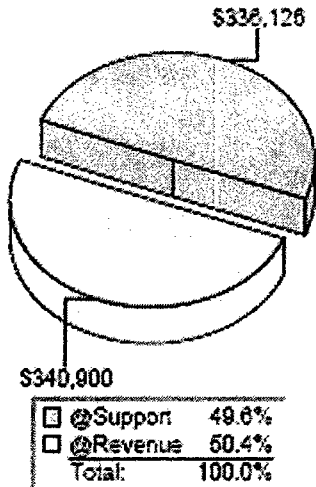
Measurement: WORKLOAD	2004	2005	2006	2007/Target
Number of Accessory Dwelling Units (ADU) or Adult Family Home Applications submitted	21	10	9	10
Number of Addition/Remodel Single-family Residential Permits submitted	189	200	224	200
Number of Home Occupation, S&B, or Boarding House Permits submitted	5	4	10	8
Number of New Construction Single-family Residential Permits submitted	71	66	80	80
Number of Sign and Miscellaneous Structure Permits submitted	37	54	30	45
Number of walk-in customers served	N/A	11,027	11,000	10,400
Number Right-of-Way Permits submitted	469	526	475	480
Total Number of Applications submitted	1,551	1,765	1,350	1,950

## PERMIT SERVICES TEAM

**2006**

Program Expenditures	\$	677,026
Program Revenue	\$	340,900
General Support	\$	336,126

**Program Revenue vs General Support**



**2007**

Program Expenditures	\$	718,932
Program Revenue	\$	332,945
General Support	\$	385,987

**Program Revenue vs General Support**

